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ABSTRACT

One of the ways society expresses its attitudes and concerns about people with special needs is in the physical structures provided for programs serving those who are in need. A concrete approach toward improving a lagging community's perception of blind persons is through insuring that the physical structures of agencies which serve them reflect fundamental respect for: their dignity as individuals; their potentials for productive participation in society; their basic needs, both those common to all men and those conditioned by their visual limitations. In the final analysis, the primary criterion for evaluating an agency's buildings and grounds is their suitability for effective service. (Other sections of this guide are available as LI 003342-003346 and LI 003348 through LI 003351). (Author/NH)

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Section C-4

SELF-STUDY AND EVALUATION GUIDE | 1968 Edition

Physical Facilities

NATIONAL ACCREDITATION COUNCIL
For Agencies Serving the Blind and Visually Handicapped
79 Madison Ave.
New York, N.Y. 10016

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INSTRUCTIONS

Two steps should precede the use of this Section:

1. *Section A, Manual of Procedures,* should be read for an understanding of the overall framework and governing principles of the self-study and accreditation process.

2. *Section B, Agency and Community Profile,* should be reviewed, since it embraces the statement of the agency's philosophy of service and program objectives, an indispensable base for evaluation of its work.

* * * *

This Section is designed to convey an accurate description of the agency's performance in a particular subject area. Three elements are employed to achieve this: a coded *Standards Checklist,* coded *Evaluation Ratings,* and *Comments.* Each is explained below.

Coding the Standards Checklist. Each standard describes a provision, condition or characteristic found in an acceptable agency; checking off, through the appropriate notation, whether and to what extent agency practice conforms to the standard provides a factual base for the succeeding evaluation.

In the parentheses ( ) preceding the standard, insert a symbol according to the following code.

✓✓—The standard is fully met.

✓—The standard is partly met.

O—The standard, although needed and desirable, is not met, or is met to such a limited extent as to be virtually inoperative.

?—The applicability of the standard to the agency is questioned.

X—The standard is clearly inapplicable to the agency.

Coding the Evaluation Ratings. Each evaluation question poses a criterion for judgment. Careful discrimination should be exercised in arriving at such judgment, bearing in mind that standards are not aimed at perfection but are keyed to realistic, attainable levels of performance. While the ratings embrace such concepts as *excellent, well, satisfactory, poor,* etc., which cannot be specifically defined, a valid judgment can be formulated if the evaluator balances a) the requirements postulated by the standard, b) the agency's stated philosophy of service and program objectives and its community relationships, and c) the practical knowledge derived from the evaluator's own professional experience.

In the brackets [ ] preceding the evaluation question, insert the code letter that best describes the agency's performance:

E—Excellent. The agency meets the criterion to the *fullest* extent and functions *excellently* in regard to it.

VG—Very good. The agency meets the criterion to the *fullest* extent and functions *well* in regard to it; or it meets the criterion to a *satisfactory* extent (i.e., not full coverage) and functions *excellently* in regard to it.

G—Good. The agency meets the criterion to a *satisfactory* extent and functions well in regard to it.

F—Fair. The agency meets the criterion to a *satisfactory* extent (i.e., not full coverage) but functions *poorly* in regard to it; or it meets the criterion to a *limited* extent but functions *satisfactorily* in regard to it.

P—Poor. The agency meets the criterion only to a *limited* extent and functions *poorly* in regard to it; or it makes *no provision* for meeting a needed criterion.

M—Missing. The element identified in the question is missing, but the agency's need for it is open to question.

NA—Not Applicable. The element identified in the question does not apply to the agency.

Comments. Just as not all of the standards necessarily apply to all agencies, not all of every agency's activities are necessarily covered by the standards. The space provided under *Comments* should be used to note any important feature or characteristic of the agency's activity relating to the subject but not included in the standard. Such notations may be supplemented, if necessary, by supporting data attached to the end of the Section, or by cross-references to other Sections. Addenda and cross-references should be accurately identified by notation of the Section and standard to which they pertain. (For example, material attached to the end of a Section might be marked "Supporting Data, Section D-4, 2-1"; a cross-reference might be noted as "See Section C-1, 2.3.3".)

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This section of the *SELF-STUDY AND EVALUATION GUIDE* is designed for use in conjunction with the other sections listed below. Any agency* undertaking a self-study will need the first seven sections listed below plus all *D* sections pertaining to the agency's services, an *E* form for each administrative, professional, and technical staff member, and the evaluation summary and report section.

The *GUIDE* is available either in a complete, bound edition or in separate sections from the National Accreditation Council for Agencies Serving the Blind and Visually Handicapped, 84 Fifth Avenue, New York, N.Y. 10011.

SELF-STUDY AND EVALUATION GUIDE

Section	Title
A	Manual of Procedures
B	Agency and Community Profile
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C-2	Financial Accounting and Service Reporting
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D-1	Library Services
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D-3	Rehabilitation Centers
D-4	Sheltered Workshops
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D-6	Vocational Services
D-7	Production of Reading Materials
E	Individual Staff Member Information Form
F	Evaluation Summary and Report

*Special guides are available for agencies providing *only* sheltered workshop services (*SELF-STUDY AND EVALUATION GUIDE FOR SHELTERED WORKSHOPS*) and for residential schools (*SELF-STUDY AND EVALUATION GUIDE FOR RESIDENTIAL SCHOOLS*).

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PHYSICAL FACILITIES

Society expresses in many ways its attitudes and concerns about people with special needs. One of these ways is in the physical structures provided for programs serving those who are in need.

Viewed in this light, many of the structures housing services for the blind citizens of our nation demonstrate the regrettable degree to which blind and visually handicapped persons are perceived as dependent, helpless and lacking in personal worth. Although efforts to reverse these negative attitudes have been initiated, much more will be required to achieve public acceptance of blind persons as full members of society.

One concrete approach toward improving a lagging community's perception of blind persons is through insuring that the physical structures of agencies which serve them reflect fundamental respect for:

Their dignity as individuals;

Their potentials for productive participation in society;

Their basic needs, both those common to all men and those conditioned by their visual limitations.

To assure realization of these objectives, the community must first have an appreciation of both the common characteristics and the individual differences among those who are blind or visually handicapped. From this must follow sound planning of the range of services required to develop their capacities and to meet their needs, the guiding principle being that, wherever possible, services and facilities available to the sighted citizenry should also be available to the blind population. In addition, there may be need for services and facilities uniquely designed for the visually handicapped.

Planning must take realistic cognizance of the fact that physical facilities are apt to be one of the most rigid components of program. Once constructed, buildings can limit– in fact, deter–needed modifications of program to conform with changing local conditions, with advances in professional fields or with shifts in use made of services rendered. Existing facilities can so fix an agency's operations and thinking that, when an opportunity arises for remodeling, the agency's personnel may not be able to detach themselves from established locations, structures and traditional patterns of service despite the emergence of greatly changed circumstances.

The import of physical facilities for program, for service to the blind person and for the community's welfare underscores the need for setting sound and substantial standards for such facilities. A well-designed facility will not just enclose the activities of the program but will enhance its operations and stimulate both client and staff to further effort and improvement. Initial planning is not enough. It must be followed by continuous evaluation in the light of new conditions.

Primary responsibility for assuring that facilities are serving effectively rests with the governing body, the administration and the staff of each agency. The importance of meeting this responsibility justifies complementing local perspective through the introduction of periodic reviews of facilities and programs by an outside body which has a national overview.

Although the range of services required by blind persons is extensive, and the variations in facilities housing these services correspondingly vast, there is nevertheless a core of physical features essential in all settings, regardless of services given or the individuals served. Properly identified, these features may be regarded as generic to all physical facilities and enduringly valid in the face of current and future change. Such change is constantly occurring; the rate of change is rapid. Advances in structural materials and methods over the past few decades have been outstanding. Advances in programs and techniques in health, education, welfare and rehabilitation have also been notable. There is no reason to believe that final plateaus have been achieved in any of these fields. Consequently, to fix firm, detailed, specific requirements as to space, lighting and other structural conditions would surely mean that the standards prescribed would be outdated in short order.

The standards herein have been designed to avoid such consequences. They have been prepared in broad, long-range terms, adaptable to local conditions and designed to furnish guideposts for the development of suitable facilities for effective services. Their avoidance of detailed requirements also serves to avert the danger of having minimal standards become maximal and thereby stifle the possibility of change.

It should also be noted that these standards are by no means either all-embracing or final. Like physical facilities, standards themselves are subject to the test of experience and to the changing conditions of the future; they undoubtedly will need modification and expansion in time to come.

In the final analysis, the primary criterion for evaluating an agency's buildings and grounds is their suitability for effective service. New structures and furnishings do not guarantee meaningful, needed services, nor do old facilities necessarily negate the conduct of helpful and needed programs. Good physical facilities enable an agency's staff to assist blind and visually handicapped persons to function more competently, more maturely, more independently; they simultaneously enable the persons served to be recognized as individuals of uniqueness and worth, with the end result of motivating these persons to develop their potentials and assume responsible roles in society.

1. SUITABILITY OF FACILITIES

( ) 1.1 AGENCY PURPOSES AND GOALS. The facilities are consistent with the agency's stated purposes and goals as authorized by its governing body and set forth in written form (*C-1, Agency Function and Structure*).

EVALUATION

[ ] 1. *How adequate are the facilities in terms of the agency's purposes and goals?*

[ ] 2. *To what extent are facilities which are no longer consistent with the agency's purposes and goals converted to other uses or phased out of agency's program?*

Comments:

( ) 1.2 PERSONS SERVED. The facilities fit the persons served, with particular attention to such characteristics as age, sex, disabilities, needs, potentials and cultural, social and economic backgrounds.

EVALUATION [ ] 3. *How adequately are facilities adapted to the particular needs of the groups served by the agency?*

Comments:

( ) 1.3 SERVICE PROGRAM. The facilities suit the agency's program of services.

( ) 1.3.1 Wherever applicable, the physical facilities meet the stipulations of the standards for program services (Service Section, *D-1* through *D-6*).

( ) 1.3.2 The agency facilities meet all applicable requirements specified by recognized standard-setting organizations in the fields of health, education, library service, welfare, rehabilitation and other areas covered by the agency's program.

EVALUATION [ ] 4. *To what extent do the agency's facilities meet specific requirements applicable to each of the program services?*

Comments:

( ) 1.4 FACILITATION OF STAFF PERFORMANCE. The agency's physical environment is one within which the personnel employed to provide services are not only accommodated but facilitated in their performance and efforts to achieve agency objectives.

EVALUATION [ ] 5. *To what extent does the agency's physical environment facilitate the work of staff?*

Comments:

( ) 1.5 PERIODIC REVIEW. The overall facilities are periodically reviewed in the light of such factors as services required, population shifts in the community served, efficiency of operations, advances in practice, equipment and construction.

( ) 1.5.1 Where indicated, suitable changes in location, structure and equipment are planned and accomplished.

Supplemental Data:

When was the latest review of the agency's facilities made?

_____

By whom was the review made?

_____

_____

EVALUATION [ ] 6. *How adequately are periodic reviews used to adapt facilities to current and future requirements?*

Comments:

( ) 1.6 LOCATION. The location of the agency is suitable for the type of services offered and the community which it serves.

(While the singular is used when referring to location, ground, plot, etc., it is recognized that an agency may have multiple locations and units. Each unit is to be considered separately in relationship to the standards.)

EVALUATION / / 7. *How suitable is the location of the agency's facilities for the type of services offered and the community served?*

Comments:

( ) 1.7 ACCESSIBILITY FOR CLIENTS. The location affords ease of accessibility for those whom the agency is established to serve.

( ) 1.7.1 For the majority of persons served, travel time from their homes to the agency is within reason.

( ) 1.7.2 Where the persons served reside on agency premises, the location is sufficiently accessible to permit their shopping, participating in off-grounds recreation, accepting employment or undertaking other community activities in accordance with their needs, interests and capabilities.

( ) 1.7.3 The location of the agency is reasonably accessible to such other welfare, educational, religious and health agencies in the community as the persons served may require to meet their needs and advance their capabilities.

( ) 1.7.4 The location is sufficiently accessible to public transportation so that persons capable of independent travel off agency grounds may do so.

EVALUATION *How suitable is the location of the agency for clients:*

/ / 8. *Who travel from their homes?*

/ / 9. *Who reside on premises?*

/ / 10. *Who require services of other agencies?*

/ / 11. *Who are capable of independent travel off agency grounds?*

Comments:

( ) 1.8 ACCESSIBILITY FOR STAFF, VOLUNTEERS AND ANCILLARY PERSONNEL. The location affords ease of commutation for workers, paid and volunteer, and for persons giving consultative and supplementary services.

( ) 1.8.1 Where employees are required to reside on agency premises, the location is accessible to community resources for shopping, recreation and other activities consistent with their interests and needs.

EVALUATION / / 12. *How suitable is the location of the agency for staff, volunteers and ancillary personnel?*

Comments:

( ) 1.9 SAFETY OF LOCATION. The location is reasonably safe.

( ) 1.9.1 Where traffic hazards cannot be avoided, proper measures are instituted to assure the safety of all persons coming to the agency.

(E.G., where an agency is located on a heavy-traffic street, a light, crosswalk or other means is available for safe crossing by persons connected with the agency, both blind and sighted. See also *3.11 Appropriateness of Safety Measures.*)

EVALUATION *[ ] 13. To what extent is the location safe?*

Comments:

( ) 1.10 GROUND OR PLOT. The size and other characteristics of the ground or plot are suitable for the ongoing program.

( ) 1.10.1 There is sufficient space for current operations.

( ) 1.10.2 With due consideration given to needs for effective operation, established trends and other reality factors, plans and provisions are made for land required for future expansion. Such land may or may not be adjacent to existing property, depending on the nature of the agency program and needs.

( ) 1.10.3 The ground provides pleasant and appropriate surroundings and is free of undue nuisances and hazards.

( ) 1.10.4 Where the use of vehicles is required, the ground provides adequate roadways and parking areas.

( ) 1.10.5 Signs or other means are provided to assist the public in locating the agency and its components.

EVALUATION *[ ] 14. To what extent are the size and other characteristics of the ground or plot suitable for ongoing program?*

[ ] 15. To what extent has the agency made provision for future expansion?

Comments:

2. ACTIVITY AREAS

( ) 2.1 DESIGN AND EQUIPMENT. Areas are suitably designed and equipped for the activities carried on within them.

( ) 2.1.1 The design of activity areas provides the flexibility required by program.

EVALUATION *[ ] 16. How well designed and equipped are the activity areas?*

Comments:

( ) 2.2 ADEQUACY FOR PEAK LOADS. Areas for all services, both direct and indirect, can accommodate operations at peak loads.

EVALUATION *[ ] 17. How adequate are service areas for accommodating operations at peak loads?*

Comments:

( ) 2.3 RELATED ACTIVITIES. Spaces for related and compatible activities are arranged proximally or conveniently to each other.

EVALUATION [ ] *18. How adequately, in terms of client and program needs, are spaces for compatible activities related to each other?*

Comments:

( ) 2.4 TRAFFIC PATTERNS. The layout gives due consideration to traffic patterns, both pedestrian and vehicular.

( ) 2.4.1 Reception areas are adjacent to points of entry.

( ) 2.4.2 Assembly rooms and other areas designed for mass use are located so as to provide ease of entry and exit.

EVALUATION [ ] *19. To what extent does the layout give consideration to the traffic patterns?*

Comments:

( ) 2.5 UTILIZATION BY HANDICAPPED PERSONS. Activity areas are designed to give due consideration to utilization by persons whose handicaps impair mobility or limit use of arms and hands.

EVALUATION [ ] *20. How adequate is the design of activity areas for use by handicapped persons?*

Comments:

( ) 2.6 GROUPING OF AREAS. The grouping of activity areas minimizes such interfering conditions as noise, odors, fumes, traffic, contagion and other nuisances or hazards.

EVALUATION [ ] *21. How adequately are activity areas grouped to minimize conditions that create a hazard or a nuisance?*

Comments:

( ) 2.7 RECEIVING, STORAGE, etc. The layout takes into account needs for receiving, storing, distributing and disposing of supplies and materials.

EVALUATION [ ] *22. How adequately does the layout provide for the receiving, storing, distributing and disposing of materials?*

Comments:

( ) 2.8 PROVISIONS FOR PRIVACY. The building facilities are designed and equipped to assure the persons served and the agency staff of privacy and confidentiality where required.

( ) 2.8.1 The persons served are provided such privacy as may be dictated by their personal needs or activities.

( ) 2.8.2 The executive and professional staff are provided privacy for such duties as confidential interviews with clients and others, telephone calls and dictation, professional conferences, physical and other examinations of clients, etc.

( ) 2.8.3 For employees who reside on agency premises, there are quarters which provide privacy during off-duty hours.

EVALUATION

[ ] 23. *To what extent do the facilities assure persons served of privacy and confidentiality where required?*

[ ] 24. *To what extent do the facilities assure agency staff of privacy and confidentiality where required?*

Comments:

3. HEALTH AND SAFETY PROVISIONS

( ) 3.1 CODES AND ORDINANCES. The facility complies with all applicable codes and ordinances established by governmental or underwriting bodies.

(Note: Regulations vary considerably among municipalities and states. Some are below acceptable standards. Some are inappropriate for facilities serving blind persons. Consequently, critical review of local codes should be made by each agency, and appropriate interpretations applied.)

Check (√) areas in which applicable codes and ordinances have been reviewed:

- ☐ Planning and zoning
- ☐ Building and structure
- ☐ Plumbing and sanitation
- ☐ Heating and ventilation
- ☐ Electricity and gas
- ☐ Water supply
- ☐ Sewage and waste disposal
- ☐ Food preparation and service
- ☐ Materials handling
- ☐ Fire and safety

☐ Other (specify): _____

_____

_____

( ) 3.1.1 Current certificates, where applicable, are obtained by and kept on file in the agency.

EVALUATION

[ ] 25. *To what extent does the agency comply with applicable codes and ordinances?*

[ ] 26. *To what extent is the file of appropriate certificates current?*

[ ] 27. *How adequate are the agency procedures for correcting deficiencies?*

Comments:

( ) 3.2 FREEDOM FROM UNDUE HAZARDS. All areas are free of undue hazards to the health and welfare of the individuals served and employed.

EVALUATION

[ ] 28. *To what extent are all areas free of undue hazards?*

Comments:

( ) 3.3 SIGHT SAFEGUARDS. Measures are in effect to safeguard sight and other sensory capabilities of persons served or employed.

EVALUATION [ ] 29. ***How adequate are measures to safeguard sight and other sensory capabilities?***

Comments:

( ) 3.4 DRAINAGE. The grounds are well drained and remain in sanitary and safe condition in all weathers.

EVALUATION [ ] 30. ***How adequate is the drainage of grounds?***

Comments:

( ) 3.5 SANITATION. Sanitary conditions are in evidence throughout the buildings, with certification of periodic inspections on file.

EVALUATION [ ] 31. ***To what extent do the agency facilities indicate that sanitary conditions are satisfactorily maintained and required periodic inspections are made?***

Comments:

( ) 3.6 LIGHTING. Sufficient lighting is provided to assure safe passage of pedestrians on grounds and in buildings.

( ) 3.6.1 Activity areas are lighted consistent with safety standards.

EVALUATION [ ] 32. ***To what extent is sufficient lighting provided on grounds, in the buildings and in activity areas?***

Comments:

( ) 3.7 SLIP PREVENTION. Slip-retardant surfaces are provided on all indoor and outdoor walkways and stairs.

EVALUATION [ ] 33. ***To what extent are slip-retardant surfaces provided where required?***

Comments:

( ) 3.8 WALKWAYS, DOORWAYS, etc. Walkways and doorways are free of obstacles, and are sufficient in size and number to provide for safe movement by people.

( ) 3.8.1 Where persons served or employed require wheelchairs, crutches or other aids for ambulation, suitable modifications of walkways, entries and other physical facilities are provided.

EVALUATION [ ] 34. ***How adequate are walkways and doorways for the safe movement of people including, wherever indicated, those who need special aids for ambulation?***

Comments:

( ) 3.9 HEATING AND VENTILATION. Facilities for heating, cooling, ventilating and humidity control provide for the health and comfort of occupants.

EVALUATION [ ] 35. ***How adequately do facilities for heating, cooling, ventilation and humidity control assure health and comfort of building occupants?***

Comments:

( ) 3.10 PEST EXTERMINATION. Where pest extermination services are required, they are provided with sufficient frequency and effectiveness.

EVALUATION *[ ] 36. How adequate are pest extermination services, where required?*

Comments:

( ) 3.11 APPROPRIATENESS OF SAFETY MEASURES. Safety features and procedures are related to the levels of competence of individuals served by the agency, and not solely to blindness. (E.g., greater protection is likely to be required by children than adults; less is likely to be required by adults; less is likely to be required by adults with demonstrated ability for independent activity than by those who are still in training.)

EVALUATION *[ ] 37. To what extent are safety features and procedures appropriate to the levels of competence of individuals served by the facility?*

Comments:

( ) 3.12 ACTIVITIES AND EQUIPMENT. Safety features and procedures are related to the types of activities undertaken and the equipment used in the respective areas.

( ) 3.12.1 Pieces of equipment having motors and moving parts are properly arranged and guarded to prevent personal injury.

( ) 3.12.2 Where individuals are required to be exposed to toxic, radioactive or other hazardous agents, proper protective devices are provided and periodic medical checkups made of the exposed individuals.

EVALUATION *[ ] 38. To what extent are safety features and procedures appropriate to the activities undertaken and the equipment and the materials used in the facility?*

Comments:

( ) 3.13 TRAFFIC VOLUME. Safety features are related also to the volume of traffic experienced at peak times in each particular area of the facility. The greater the number of persons served, the greater the requirements for numbers of exits, size of passageways, etc.

EVALUATION *[ ] 39. How adequate are safety features in relation to traffic at peak times?*

Comments:

( ) 3.14 FIRST AID. Adequate first aid facilities and equipment are provided.

Supplemental Data:	Yes	No
The agency has a written procedure for handling both minimal and severe emergencies.	☐	☐
There is adequate personnel coverage to implement the procedures for handling emergencies.	☐	☐
Arrangements have been made or are readily available with hospital or other emergency services for handling severe injuries or illnesses.	☐	☐

EVALUATION *[ ] 40. How adequate are first aid facilities, equipment and procedures?*

Comments:

( ) 3.15 FIRE AND DISASTER PROTECTION. All buildings are located, constructed and equipped to minimize the possibility of fire and to afford occupants proper protection in the event of fire or disaster. (Disaster is used in its broadest sense, covering emergencies resulting from natural causes–earthquakes, floods, hurricanes, etc.–and from man-made causes–power failures, wars, etc.)

( ) 3.15.1 All buildings meet applicable fire codes and ordinances.

EVALUATION [ ] 41. *How adequate are the location, construction, equipment and maintenance of buildings for minimizing the possibility of fire and affording occupants with proper protection from fire and disaster?*

Comments:

( ) 3.16 SELF-INSPECTION. Building inspection is conducted by the agency itself with sufficient frequency to assure the protection of life and property from fire and other disaster.

( ) 3.16.1 Where possible, the cooperation of local officials is secured in conducting such inspections.

( ) 3.16.2 Proper records of inspections are maintained; deficiencies are noted, together with remedial actions taken.

Supplemental Data:

How frequently are building inspections made by the agency? _____

_____

EVALUATION [ ] 42. *How adequate are the building inspections made by the agency?*

Comments:

( ) 3.17 INDEPENDENT INSPECTION. All buildings are inspected at least once a year by municipal official, underwriter's representative, or other duly constituted authority which is independent of the agency.

( ) 3.17.1 Proper records of such inspections, including findings and actions taken, are maintained on file within the agency.

Supplemental Data:

List inspections of the buildings made by an independent authority during the past year:

Authority	Date of Inspection
_____	_____
_____	_____
_____	_____

EVALUATION [ ] 43. *To what extent are inspections made by independent agencies?*

[ ] 44. *How adequate are records of such inspections?*

Comments:

( ) 3.18 SMOKING AREAS. Smoking and non-smoking areas are clearly specified and approved by the appropriate local official(s).

EVALUATION [ ] 45. *To what extent are smoking and non-smoking areas clearly identified and are no-smoking regulations enforced?*

Comments:

( ) 3.19 FLAMMABLE MATERIALS. Where storage and use of highly flammable materials– gasoline, kerosene, oxygen, etc.– is necessary, provision is made to meet all building safety requirements.

EVALUATION [ ] 46. *How adequate are safety precautions in areas where flammable materials are used or stored?*

Comments:

( ) 3.20 FIRE PREVENTION PROGRAM. A program of fire prevention is maintained to make persons served and employed conscious of and familiar with the safety and preventive measures all must observe.

EVALUATION [ ] 47. *How adequate is the fire prevention program?*

Comments:

( ) 3.21 EXITS. More than one exit is provided from all buildings and from each floor.

( ) 3.21.1 Where individuals are lodged above the first floor, the number of exits provided is approved by the appropriate local official(s).

( ) 3.21.2 Fire exits, corridors and stairways are well lighted, clear of obstacles and ready for use.

( ) 3.21.3 Exit doors are equipped with panic bars or other easily identifiable releases that can be readily operated in an emergency.

( ) 3.21.4 Emergency lighting is provided along all routes of exit in the event of a power cut-off.

EVALUATION [ ] 48. *To what extent do the exits and exit routes meet the above standards?*

Comments:

( ) 3.22 FIRE EXTINGUISHING EQUIPMENT. Suitable fire extinguishing equipment is provided in sufficient numbers and maintained in operative condition.

( ) 3.22.1 Equipment is located so as to be accessible to hazardous areas, along usual paths of exit and other strategic places.

( ) 3.22.2 Equipment is inspected regularly (daily in some instances) and serviced as required, with the date and inspector recorded.

( ) 3.22.3 Staff and, where appropriate, persons served are instructed and drilled periodically in the use of fire-fighting equipment.

EVALUATION [ ] 49. *How adequate, in terms of number, location and maintenance, is the agency's fire-extinguishing equipment?*

[ ] 50. How adequately are staff and persons served instructed in the use of fire-extinguishing equipment?

Comments

( ) 3.23 FIRE ALARMS. Fire alarms are provided in sufficient numbers to be audible throughout each building.

( ) 3.23.1 Fire alarms are clearly distinguishable from any other audible system in use within the facility and its vicinity.

( ) 3.23.2 The agency fire alarm system is directly connected with the local fire company.

( ) 3.23.3 Where buildings are large, the alarm system provides ready identification of the locality of the fire.

( ) 3.23.4 An alternate fire alarm power source or system is available in the event of a power cut-off.

( ) 3.23.5 A fire and smoke detection system is installed where such protective device is indicated.

( ) 3.23.6 Special warning measures are in effect if the blind persons accommodated are also handicapped by deafness. (E.g., pairing a deaf-blind person with a non-deaf person as an emergency buddy; installing a fan or vibrator connected to the alarm system in the deaf-blind person's quarters.)

EVALUATION

[ ] 51. How adequate is the fire alarm system for each building?

[ ] 52. To what extent does the fire alarm equipment meet the above standards?

Comments:

( ) 3.24 WRITTEN PLAN. A written fire and disaster plan is in force and kept current.

( ) 3.24.1 The plan contains such provisions as prompt alerting of and cooperation with local fire-fighting resources, evacuation of occupants, procedures for putting out incipient fires, protection of essential records, etc.

( ) 3.24.2 Drills are held with sufficient frequency so that all persons served and employed are familiar with evacuation routes and procedures in the event of a fire or other catastrophe.

( ) 3.24.2.1 Drills are scheduled at varying times and during varying activities.

( ) 3.24.3 Disaster planning is coordinated with and fulfills the requirements of civil defense authorities.

Supplemental Data:

When was the fire and disaster plan most recently reviewed?

_____

When was a fire and disaster drill most recently held?

_____

EVALUATION / / *53. How adequate is the fire and disaster plan?*

Comments:

4. MAINTENANCE AND RENOVATION

( ) 4.1 MAINTENANCE AND HOUSEKEEPING. The condition of the physical facility gives evidence of planful and effective maintenance and housekeeping.

( ) 4.1.1 There is appropriate planning, staffing and budgetary provision for maintenance of buildings, grounds and equipment to insure keeping all in good, clean, usable condition.

( ) 4.1.2 Refurbishment of structures and areas and replacement of furnishings and equipment are related to the use these are given by the program and the persons served.

( ) 4.1.3 Housekeeping and maintenance are accomplished without appreciably interfering with ongoing services.

( ) 4.1.4 Facilities for housekeeping and maintenance services are appropriately located.

( ) 4.1.5 Grounds are well landscaped and groomed.

( ) 4.1.6 Buildings are attractively maintained.

EVALUATION / / *54. To what extent does the agency's maintenance of physical facilities meet the above standards?*

Comments:

( ) 4.2 REMODELING. When remodeling or reconstruction of facilities is undertaken, the design fits the characteristics of the persons served and the services required.

( ) 4.2.1 Plans for physical changes of the facility are in keeping with up-to-date program needs and are geared to changes in the population served, shifts within the community, improvements in techniques of service, developments in building and equipment technology.

EVALUATION / / *55. To what extent is remodeling or reconstruction designed to meet program needs?*

Comments:

( ) 4.3 CONTINUITY OF SERVICES. During remodeling or reconstruction of physical facilities, responsible measures are taken to provide continuity of needed services during the changeover.

EVALUATION / / *56. How adequately are services continued during remodeling or reconstruction?*

Comments:

5. PROGRAMMING FOR IMPROVEMENT

A graphic picture of the agency's overall performance emerges when the evaluation ratings from the preceding pages are transcribed onto the Summary Table of Evaluation Ratings. A major value of gaining such a picture is that it spotlights the areas in need of strengthening and thus yields a useful guide to the planning of needed improvements.

Realistically speaking, it is rarely possible for ongoing programs to be subjected to a large number of simultaneous changes. It is, however, both possible and desirable to analyze the problems uncovered through the self-study and evaluation process, and to develop a timetable for tackling them. The process of classifying needed improvements into (1) those already under way, (2) those which can and will be undertaken in the near future, and (3) those which require longer-range planning, produces a program for change which can serve as an orderly guide for action.

The three questions which follow the Summary Table are designed to assist the agency in the development of such a program. They are also designed to help the Commission on Accreditation evaluate the agency in terms of one of the Commission's governing principles: "If deficiencies exist, the agency is willing to remedy them, and gives evidence of being capable of effecting the needed remedies within a reasonable period of time."

It should be borne in mind that changes are not necessarily restricted to the weaker areas of service or administration. If plans for improvement are contemplated in areas which are already good or excellent, so as to make them even better, these should not be overlooked in responding to the questions.

SUMMARY TABLE OF EVALUATION RATINGS

Instructions: Transcribe the evaluation ratings from the preceding pages onto this table by placing a check mark (√) in the appropriate column.

Standards to Which Evaluation Questions Relate		EVALUATION QUESTION	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	MISSING	NOT APPLICABLE
1. Suitability of Facilities									
1.1	Agency Purposes and Goals	1							
		2							
1.2	Persons Served	3							
1.3	Service Program	4							
1.4	Facilitation of Staff Performance	5							
1.5	Periodic Review	6							
1.6	Location	7							
1.7	Accessibility for Clients	8							
		9							
		10							
		11							
1.8	Accessibility for Staff, Volunteers and Ancillary Personnel	12							
1.9	Safety of Location	13							
1.10	Ground or Plot	14							
		15							
2. Activity Areas									
2.1	Design and Equipment	16							
2.2	Adequacy for Peak Loads	17							
2.3	Related Activities	18							
2.4	Traffic Patterns	19							
2.5	Utilization by Handicapped Persons	20							
2.6	Grouping of Areas	21							
2.7	Receiving, Storage, etc.	22							
2.8	Provisions for Privacy	23							
		24							
3. Health and Safety Provisions									
3.1	Codes and Ordinances	25							
		26							
		27							
3.2	Freedom from Undue Hazards	28							
3.3	Sight Safeguards	29							
3.4	Drainage	30							
3.5	Sanitation	31							
3.6	Lighting	32							
3.7	Slip Prevention	33							
3.8	Walkways, Doorways, etc.	34							
3.9	Heating and Ventilation	35							

SUMMARY TABLE OF EVALUATION RATINGS (continued)

Standards to Which Evaluation Questions Relate		EVALUATION QUESTION	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	MISSING	NOT APPLICABLE
3.10	Pest Extermination	36							
3.11	Appropriateness of Safety Measures	37							
3.12	Activities and Equipment	38							
3.13	Traffic Volume	39							
3.14	First Aid	40							
3.15	Fire and Disaster Protection	41							
3.16	Self-Inspection	42							
3.17	Independent Inspection	43							
		44							
3.18	Smoking Areas	45							
3.19	Flammable Materials	46							
3.20	Fire Prevention Program	47							
3.21	Exits	48							
3.22	Fire Extinguishing Equipment	49							
		50							
3.23	Fire Alarms	51							
		52							
3.24	Written Plan	53							
4. Maintenance and Renovation									
4.1	Maintenance and Housekeeping	54							
4.2	Remodeling	55							
4.3	Continuity of Services	56							

1. What improvements are now under way?

2. What improvements are definitely planned for the immediate future? When are they scheduled for completion?

3. What improvements will require long-range planning to implement? When is it expected that this planning will be undertaken?

Name of Agency _____ Date _____

Completed by _____

_____

_____

Look for this Symbol of Quality Service